

SHOP talk

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Plant Operations Support Program

Winter 2000

Year 2000 Contingency Efforts Pay Off

Consortium members report positive side benefits

By Cam-Van Nyugen, Plant Operations Support Staff

There was a collective sigh of relief as the date changed from Dec. 31, 1999, to Jan. 1, 2000 and facility managers are reporting long-lasting benefits from their contingency efforts. Relief spread across the world as the millenium arrived without any catastrophic disasters. Along with this relief were mixed feelings concerning the Y2K precautions many facility professionals had shepherded through their paces. Some were surprised at the fairly smooth transition into the millenium, yet most facility managers were confident it was their staff efforts that made it possible.



Greg Plummer
Director of Facilities
Community Colleges of Spokane
(Photo courtesy SCC)

Signs of success were present throughout the world, in large part due to similar forethought and wise planning. Availability of basic needs such as electricity, water, and food were the first signs of Y2K success. The few, localized technical glitches in the U.S. were, for the most part, minor problems that did not cause tremendous disruption. In some cases it was not even clear whether the cause of those problems was Y2K related or if

they were the usual, everyday computer problems.

One thing was clear, according to world-renowned speaker and author Peter de Jager, who stated that, "Y2K preparations were effective by reducing Y2K from systemic to localized issues that made it possible to solve problems on the fly."

Washington State's eastside was not spared a major Y2K preparation effort, and Spokane Community College and Spokane Falls Community College served as prime examples. As early as April 1998, the Community Colleges of Spokane formed a Y2K Planning Committee chaired by a manager from the district's Information System (IS) Department, said Greg Plummer, district Director of Facilities.

Under this plan, a part-time IS employee was responsible for inventorying the equipment, ensuring the equipment was Y2K compatible, and making recommendations for upgrades. The district's Building and Grounds (B&G) Department staff developed a Y2K contingency plan that consisted of a comprehensive checklist of tasks and responsibilities.

"B&G did make some hardware and chip replacements in 1999, primarily in our energy management control systems," Plummer said. "Other preparations involved ensuring availability of emergency electrical sources for the district IS Department main computer room and campus fuel delivery systems, setting up designated command centers for emergencies, making emergency call lists, making an inventory of emergency equipment and supplies, supplying key individuals with two-way radios, and brainstorming 'what if' scenarios."

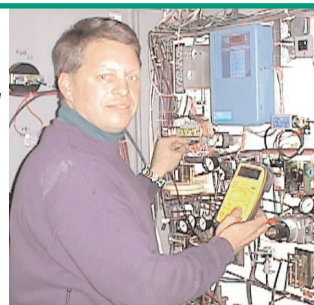
Plummer credits the extensive checks and evaluations staff completed in preparation for Y2K for, "laying the ground work for general disaster preparedness for our district."

Most Plant Operations Support Consortium members left little to chance in preparing for the date changeover. Bill Low, Director of Facilities for British Columbia's Coquitlam School District #43, reported his staff changed and updated heating controls, confirmed reliability of other systems such as elevators and security, and provided increased security,

custodial and trades staff around the 73 sites.

**Please see
Contingency, page 8**

Spokane
Community
Colleges Control
Technician,
Pat Sater,
checks out a
HVAC control
panel during
earlier Y2K
preparations.



- 2 Don't Miss the Upcoming Security Videoconference!
- 3 Facility Manager Affirms Value of Cooperation
- 4 OSP-POS Trade Secrets Revealed!
- 5 Unique Poulitce Saves Capitol Sandstone
- 6 BC Workshop Rated "Best I've Attended."
- 7 Public Works Repository Up and Running!

Thanks to our sponsor, URS Electronics, the event is free and taking place at sites around Washington and Oregon. Confirmed sites include Spokane, Wenatchee, Mount Vernon, Seattle, Tri-Cities, Vancouver, Lacey, Gig Harbor, and Issaquah. Call us for directions and to confirm your seat! **(360) 902-7338 or E-Mail: Plantop@gd.wa.gov**

'Cooperate and Graduate' More than a Concept at Washington Complex

Cooperation enables successes at many levels



Part 1 of Two Part Series

By Dan Singleton, NCGC Facility Manager

The North Cascades Gateway Center (NCGC), located in the northern corridor of western Washington State, is a unique example of "cooperating and graduating." These 230 acres of state-owned property were originally developed in the early 1900's as a regional mental hospital. During the 1970's, the state's policy of "de-institutionalization" transferred patients and medical staff to other community locations across the state. This was a traumatic event for the local and even regional economies. Basically, the "lights were turned off" and the campus was largely vacant for nearly two decades. Today, it has undergone a rebirth—a transformation from a state and community liability to a striking example of public service and inter-governmental coordination. An out-of-the-box collaboration of federal, state, and local government resulted in a synergy of sorts. The campus now houses several mental health, education, and training services. It serves hundreds of customers and is now one of the largest employment sites in the region.

The campus encompasses a wide variety of tenants with various resources at their disposal. These resources are identified and marshaled for the common good of the complex. The prevailing atmosphere is cooperative; much like the cooperate and graduate attitude evident at academic campuses.

The staff of the NCGC has created an atmosphere of interagency teamwork, which benefits the campus as a whole. Several examples come to mind.

Recently, we completed a project in cooperation with the federal Job Corps program, the largest tenant, that provided street lights to the entire north side of the campus. In the original agreement for this project, Job Corps was to supply all materials and the student labor to do trenching. The trades instructors for each program were to use this project as a training lesson and provide all student supervision. In turn, our staff was to complete all conduit and electrical work to Department of Labor and Industry standards. As the project was about to start, Job Corps informed us that the program and the instructor scheduled for the trenching were no longer available because that vocation had been dropped and the instructor reassigned.

Job Corps requested that we provide a lead person to oversee the student trenching, and offered, in exchange, a block of student hours from other vocations for use in the future on our other campus projects. The whole process was beneficial to both programs and saved thousands of dollars on the lighting project. This is one example of the mutually beneficial environment the campus has provided to the state.

The Cascades Job Corps Center has been honored as one of the most successful in the nation, and has helped

to provide a tenant base that allows other developments to occur. Next spring we will break ground on a new visitor and security building near the campus entrance. This building will provide a more suitable and larger space for Job Corps security personnel and will also allow, for the first time, better campus security for all programs. This shared facility will be primarily funded by the state, and built with the help of closely-supervised Job Corps students. It provides the students with "real life" training experience. Again, this effort—supported by organized labor and the community—provides benefits beyond the boundaries of the facility.

Look for Part 2 of this series in spring Shop Talk. Dan Singleton is the Facility Manager at North Cascades Gateway Center, Division of Real Estate Services, Department of General Administration. He can be contacted @ (360) 856-3162 or by E-mail: dsingle@ga.wa.gov



Shop Talk is a quarterly publication of the Plant Operations Support program. The newsletter is intended to be an informative and operationally-oriented medium for public facilities managers. Contents herein are also available on the program's web site at www.ga.wa.gov/plant

We welcome feedback on the newsletter's contents and input from readers. We reserve the right to edit correspondence to conform to space limitations. Bob MacKenzie is program manager and editor (360) 902-7257 or e-mail bmacken@ga.wa.gov. Karen Purtee serves as editorial assistant. Special thanks to Susanne Wegner for editing assistance. Plants Operations Support does not make warranty or representation, either expressed or implied, with respect to accuracy, completeness or utility of the information contained herein. Plants Operations Support assumes no liability of any kind whatsoever resulting from the use of, or reliance upon, any information contained in this newsletter.

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Trade Secrets of POS-OSP Alliance Uncovered!

One call to either group will get you what you want, when you want it

By Karen Purtee, Shop Talk Editorial Assistant

Plant Operations staff have been having some exciting challenges of late. We've received calls to locate snowplows, crawlers, graders and other "mundane" vehicles; find the proper name for the male swan that was inhabiting a sewage lagoon (a "cob" by the way); and, provide data on surveys, contracts, standards and benchmarks. Do you have a need to find an outdated bulb for a control panel? A couple of calls and we can direct you to the right spot. We've recycled windows and railroad ties, emptied full warehouses stuffed with materials to build buildings that didn't get funded, and are, as you read this, resolving a number of asbestos and indoor air quality issues for members. And our leader, Bob "if we can't find it, you don't need it" MacKenzie, met all comers!

Client servicing in the Consortium has been more than interesting. We've been challenged to find everything from a coal car for a member school district, a tugboat for Department of Corrections, to a sticker stacker, a walkie stacker and a vertical baler. And yes, we all said: "A sticker what?" Are our consortium members using us in an elaborate "stump the expert" game? No, it's just that all members have specialized needs and we provide another set of eyes, ears and expertise to help you accomplish your tough jobs.

We welcome with open arms your e-mails and calls for help. You see, Consortium staff have a secret weapon or two and I'm going to let the cat out of the bag. Some of the assistance requests are resolved simply by e-mail or phone call, or researching a website. And, our best buddies have become two very special contract specialists at GA's Office of State Procurement, a.k.a. OSP. Steve "yes, I played ball" Lovaas and James "the Go-to Guy" Lunsford enjoy their jobs as much as we do. They are more than enthusiastic - they are living examples of "we can do anything."

Their motto says it all: "You need it? If they build it - we'll bid it!" The networking connections these two have developed in the market place over the years are extraordinary. In fact, some of their examples have emptied my abundant adjective basket.

"Need a single length of pipe? Why, we just contracted for a gazillion lengths -

we'll tack yours onto that order and you'll see it in two weeks," Lunsford rattles off. Piggy-backing onto existing state contracts, formally referred to as add-on bids, has become part of the standard bid package used by OSP. Their contracts leverage price and transportation costs that can't be beat. They had a vertical baler on contract for one state agency and when the request came into us from a different state agency - there it was, ready to piggyback.



Steve "yes, I played ball" Lovaas (l) and James "The Go-To Guy" Lunsford explain procurement during an interview with Karen Purtee.

(Photo by Bob MacKenzie)

We ask a number of questions to find the best way to help. For example, there have been huge product improvements that might leave in the dust the product you originally requested. Wouldn't you appreciate knowing about other options?

"General Authority" allows an agency to take ownership and risk management within defined dollar limits and to purchase their own items using the time-honored tradition of three bids, requiring staff time and energy. A more cost-effective method is to call Plant Operations or GA's OSP. Your facility may be preparing next year's budget and including the price for some large-ticket item. Six months down the road, will the price go up? Will inflation punch an unsightly hole in that lovely budget? OSP contracts are tightly managed against any increases in profit margin.

Lunsford emphasizes that joining OSP's State Purchasing Cooperative is like, "getting a key to the mall." Pay one annual fee, and, "all purchases and services on every state contract are there for you. A city can buy a used police car

through the system and be \$1,000 ahead, above the fees," he insists. "They get the whole range of services - auditing, appraisal, management consultants and lots more - with the product- buying portion," Lunsford concluded. Additionally, being part of the Cooperative gives you the power of the State in upholding warranties and contracts.

For more information on this top-of-the-line, money-saving group, visit their

website at www.ga.wa.gov/pca. The fee schedule is there for those of you interested in joining the Cooperative, or you may contact Lana Mitchell at (360) 902-7415.

"Purchasing is like a big pie," declares Lunsford. "We aren't experts for the entire pie, but OSP has an expert for each slice."

"The website has the full listing so you can contact the expert for the slice of pie of your choice," Lovaas said. "Or, you can always call our office directly, at (360) 902-7400, and be transferred to the right person."

You can explore the world of GA's OSP Purchasing Cooperative and get to know some very personable, knowledgeable folks, or you can play "Stump Bob" and call or e-mail POS with your requests. Whichever method works for you! POS and OSP share the philosophy that our service provides added value to the work you are doing by getting you the answers you need when you need them.

For more information, contact your POS staff or Office of State Procurement @ (360) 902-7400.

Poultice preserves sandstone at Washington State capitol

By Angela Mapp, Public Information Officer

During the summer of 1999 the Washington State Legislative Building got a "facial." The objective was far more than cosmetic, however. Protecting the historic and structural integrity of the building's sandstone exterior was the goal. Built from 1922 to 1928, the Legislative Building is one of the last examples of the *City Beautiful* movement in American architecture. Wilkeson sandstone graces the exterior of the building, much of it intricately carved into Corinthian columns and other decorative elements.

The 72-year-old building has suffered from extensive water infiltration for several years, due to failed roofing systems and masonry joints. Earthquake damage and biological growth, such as moss and lichens, also caused leaks. Water seeped deep into the building and saturated brick and concrete underneath the sandstone. Brick and concrete have high concentrations of salts. When evaporating water from the brick and concrete traveled through the sandstone, salts became trapped in the porous stone. The salts dried, re-crystallized and expanded, forcing the sandstone apart. This process caused severe spalling, and architectural detail was lost.



*Project staging preparations take place on the Eastside columns of the Capitol Building.
(Photo courtesy of Division of Capitol Facilities)*

In 1998 the Washington State Department of General Administration took action to remedy the condition of the sandstone. The agency repaired leaks to stop water infiltration, cleaned the sandstone, applied a biocide to retard new biological growth, and removed salts from the sandstone. The last step was accomplished with a clay poultice.

David Leavengood, principal with Leavengood Architects, and John Twilley, conservation scientist, developed a unique method for applying the poultice using a pneumatic (spray) gun. Through trial and error over a three-month period, a two-person team applied test batches to small areas of stone to determine how well the poultice was working.

"The involvement of a chemist in developing the poultice formula is really critical," says Leavengood. "The poultice needs to adhere well enough to stay on, but not so well that removing it will cause more damage." Leavengood and Twilley also aimed for a formulation that would not clog the equipment used to spray the poultice. Finally, the poultice needed to be very effective in drawing salts out of the stone. The resulting

formula was made of fuller's earth, cotton flock, silica sand, laponite clay and deionized water.

When the project was complete, 50 pounds of damaging salts had been removed from the building's sandstone exterior.

The poultice process developed for the Legislative Building affords several advantages:

- It is less labor-intensive than other processes, requiring a team of only two people. Consequently, it also costs less.
- The pneumatic application is very thorough and precise, especially in controlling



*Workers apply the poultice formula to the affected areas of the Capitol Building.
(Photo courtesy of Division of Capitol Facilities)*

thickness and coverage (trowel application is much more difficult in carved details).

- The chemical formulation of the clay poultice is very effective in drawing salts from the stone.
- Measuring the amount of salts removed is easier and more accurate.

Leavengood and Twilley will present an article they've written about the project in June at the International Conference on Stone Conservation in Venice, Italy. For a copy of the article or for additional information about the Legislative Building poultice project, please contact:

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BC Member Hosts Unique Emergency Response Workshop

Bill Low and his staff share savvy, lessons-learned, expertise

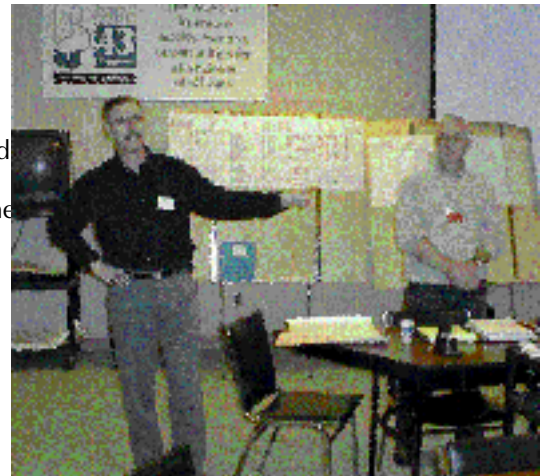
By Bob MacKenzie, POS Manager

It is a thing rare to see an already overworked public facility director take on the discretionary mission of planning, developing, organizing, advertising and executing a major training workshop. When you consider that the facility director simultaneously manages a diverse staff and all the issues that are common to a large school district, it is even more amazing. Finally, the director not only organized and administered the Emergency Response Planning Workshop for his staff, but for school and district maintenance staff throughout British Columbia and Washington State!

Bill Low, a POS member, is Director of Facilities at Coquitlam School District, #43, east of Vancouver, B.C. Last fall, Bill hosted a unique workshop focused on emergency response of school maintenance personnel. The workshop coincided with much ado about the pending Y2K date changeover, but it was not solely fixed on that event as a possible emergency. Earthquakes, floods, civil unrest, toxic spills, terrorism and other possibilities formed the foundation of a desire to plan and prepare for the unexpected.

"Our public expects the school board and public facility professionals to respond immediately to save lives and mitigate further harm to students and staff in an emergency," said Low. "The public also expects us to know the condition of our students, personnel and buildings, and those tasks can be formidable."

The Coquitlam workshop took place November 19, 1999 in a district facility, and attracted attendees from more than a dozen school districts in B.C. and Washington State and from BC provincial ministries and Washington State government. Low was aided in his organizing efforts by John McKay, Bill Kilner and many others of his staff. The Coquitlam organizers concentrated on presenting a hands-on, practical and relevant workshop, where attendees would take back critical lessons-learned to aid their local programs. Agenda topics included siting, staffing and organization of a district emergency operations Center, facilities management aspects of disaster response, rapid damage assessment techniques, municipal responsibilities and linkages, emergency



Bill Low (l) discusses lesson-learned during the workshop exercise. Lawrence Clement (r) served as the district "superintendent" for the realistic exercise. (Photo by Bob MacKenzie)

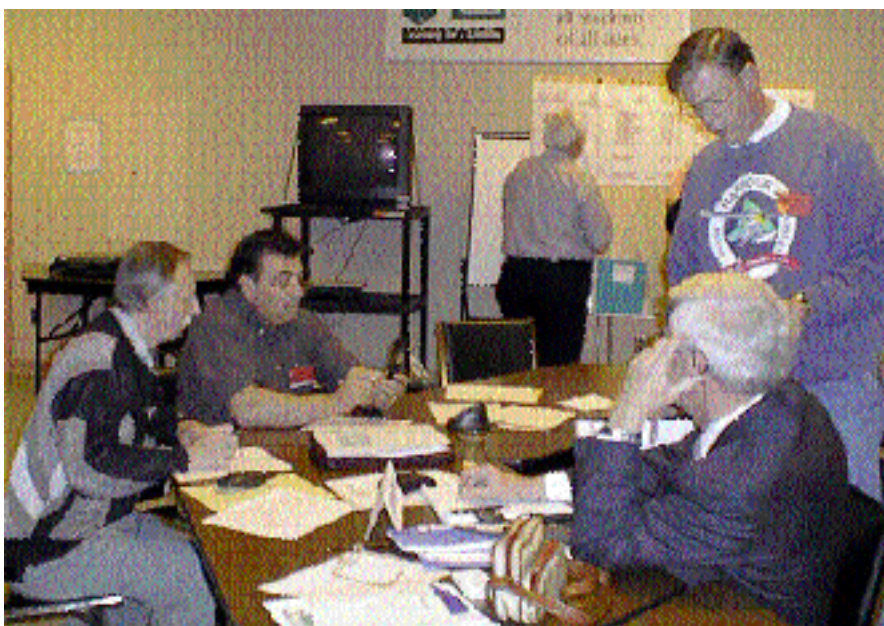
communications, emergency scenarios and more.

Lawrence Clement, executive director for finance and operations of Marysville School District in Washington, was thrust into the role of "Superintendent" during the exercise. Clement had attended the workshop with two other district facility officials: Larry Price, Director of Operations, and John Bingham, Maintenance Supervisor.

"I can tell you this was a challenging exercise," said Clement. "We sincerely appreciate the effort Bill and his staff put forth to make this event a reality. It was extremely illuminating."

Y2K contingency plans developed by many members of the Plant Operations Support Consortium revealed organizational areas needing additional resources and effort. Additionally, many members report long-lasting benefits from their contingency efforts (see story on page 1). Bill Low and his top-flight staff made a similar impact on emergency response planning capabilities for British Columbia and Washington State school districts and government agencies.

For more information on the Coquitlam workshop or district emergency preparedness, contact your local emergency management office, POS staff @ (360) 902-7257, or Bill Low at (604) 939-9201 or e-mail at blow@sd43.bc.ca



The "media relations and work dispatch" teams get down to business during the practical exercise. (Photo by Bob MacKenzie)

Public Works Repository Now a Reality

A novel information storehouse accessed through the Internet will soon hold executive summaries of completed predesigns, BEST studies, value engineering studies, and constructability reviews from Washington State agencies and higher



educational institutions. The Electronic Public Works Repository is managed by the Plant Operations Support program and can be visited at <http://www.ga.wa.gov/eas/pwr/>.

"Sharing lessons learned and effective public works practices has been a goal of our agencies, organizations and educational institutions for many years," said John Lynch, Assistant Director of GA's Division of Engineering and Architectural Services.

"We've all discussed ways in which we could avoid project pitfalls and maximize our limited resources."

Lynch and many others believe they now have the mechanism: an electronic repository, mandated by the Washington State Legislature in SHB 1165, that will "materially enhance our ability to capture project lessons learned, and more."

Instructions for submitting data to the repository were forwarded to agencies and higher education institutions in November 1999. The intent is for the repository to be available to facility professionals and the general public through the Internet, with more detailed project data obtained from the originating agency upon request. All Washington State agencies, including higher education institutions, are required to submit the data beginning with 99-01 projects.

"We have endeavored to keep the instructions simple and cost effective," said Lynch. "We believe this repository holds enormous potential for our agencies, organizations, universities and taxpayers."

For further information, contact Bob MacKenzie, Manager Plant Operations Support Program (360) 902-7257 or E-mail bmacken@ga.wa.gov

School District Pioneers Soft-Skinned Structure

Wenatchee uses Sprung® for classrooms



Darryl Trimble,
Maintenance
Manager,
Wenatchee
School District

Darryl Trimble, maintenance manager of Wenatchee School District, reports the successful completion of an innovative soft-skinned structure for use as classrooms. The Sprung® building is 2,000 square feet and is anchored on a concrete slab. The length of construction was only four weeks using Trimble's in-house staff, and only six days for the building itself. The four weeks included all site prep, power HVAC, lighting, networking, telephones interior walls and carpeting. The district's costs for the building itself were about \$43,000 plus

an additional \$15,000 for the items listed above.

"Approximately \$65,000.00 will bring us to full occupancy," said Trimble. We are excited about this structure and believe it will pay dividends for us well into the future."

Trimble hosted an open house on February 15th and invited POS members to visit the structure and explore use in other types of environments. **For further information, contact Darryl @ (509) 663-0555.**



Wenatchee maintenance crews stretch the "soft-skin" across the framework of the Sprung® structure.
(Photo by Darryl Trimble)

And, Yes, They Took the Kitchen Sink!

Material is destined for School for the Deaf

A POS member-to-member exchange was facilitated through the good offices of a number of agencies, to benefit the Washington State School for the Deaf (SFD). Washington State Department of Transportation Southwest Region procurement of the former Farmer's Insurance Building in Vancouver resulted in kitchen equipment identified as surplus. The School for the Deaf, with the assistance of crews from the Department of Natural Resources and the Larch Corrections Center in Yacoult and nearby Clark College, deconstructed the items from the Farmer's Building and moved them to the SFD campus. SFD Facility Manager, David Tupen, said "This is what the Consortium's all about, members helping members. We now be able to construct a world-class campus kitchen area at a fraction of the cost." Roy Childers, GA's project manager for SFD, ensured compliance with applicable planning and zoning requirements. Thousands of dollars were saved in demolition costs for WSDOT, and many thousands more saved by using surplus equipment for the School for the Deaf. A big thanks to WSDOT for enabling this situation to be a win-win! Congrats to all who participated. (Photo by Bob MacKenzie)



Contingency (cont. from page 1)

"The increase in surveillance turned out to be beneficial because we apprehended two people trying to break into one school," Low said.

"Preparation for Y2K resulted in direct benefit to our operations and, under the same circumstances, we would do it again."

Farther south, in Olympia, Washington, Phil Person first supervised the non-IT Y2K preparation for the Department of General Administration's Division of Capitol Facilities and then for the Facilities Office of Washington State's Department of Transportation (WSDOT), as Statewide Facilities Management Coordinator. Person managed an inventory of all building automated components throughout the Capitol Campus and a detailed

inventory and analysis of 34 of WSDOT's administrative and maintenance facilities. Three areas were identified early, with minor Y2K glitches by manufacturers and fixed and updated before New Year: HVAC automation, fire control, and building security systems.

"In WSDOT facilities, we found a higher incidence of leap year-related computer problems than actual 1999 to 2000 rollover Y2K-related problems, but the preparations were appropriate and worthwhile," Person said. "We avoided any problems. Our preparations ensured everything was okay with a reasonable level of confidence."

Consortium members report enhanced emergency generator refueling plans, emergency contact list development, disaster caches, and increased disaster training for staff as tangible benefits of their Y2K preparation efforts.

Additionally, many members are satisfied that their building automated systems, fire control systems, vehicles, and other facility components received more than a quick "once over," with many being replaced and/or upgraded to ensure compatibility.

"It's not over 'till it's over," yet the preparations Consortium members endured are reportedly paying dividends. We should see even more positive effects of preparedness as the year progresses.

Cam-Van Nyugen is a temporary employee of your Consortium staff and provides direct support to AHERA and other program activities. She is a graduate of the University of Washington and resides in Olympia. Contact her @ (360) 902-7277.